



Statement of Work

Title: Senior Database Administrator - Oracle

Revision Number: 0

Date: September 6, 2016

Statement of Work for Senior Database Administrator

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<i>APPROVALS</i>	<i>PRINT NAME</i>	<i>SIGNATURE</i>
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* Approval for Technical Content

1.0 INTRODUCTION / BACKGROUND

The Mission Support Alliance (MSA) requires staff augmentation services related to their Information Management work scope at the Hanford Site. The staff augmentation personnel will provide support to the MSA Information Management Network and Computing Services organization.

The Subcontractor is required to provide staff augmentation support as set forth herein.

2.0 OBJECTIVE

Provide a qualified Senior Database Administrator responsible for supporting the Information Technology (IT) enterprise system requirements of the MSA Information Management (IM) Network and Computing Services (N&CS) organization.

3.0 DESCRIPTION OF WORK – SPECIFIC

The Senior Database Administrator (DBA) will be responsible for supporting the Hanford's Oracle database environments and supporting infrastructure, servers, storage,



and databases to ensure enterprise level performance, availability and security. This includes working with IT professionals on various infrastructure components, systems and servers supporting hundreds of Hanford applications and systems.

This individual will provide troubleshooting support, working with the user support team and the operations staff to effectively manage and communicate issues and perform problem analysis to resolution. This includes providing recommendations on innovative and/or cost-effective options for delivering and/or improving enterprise level Oracle database services. Hanford's Oracle environment supports operations that run on a 24/7 schedule, therefore, call outs after hours shall be supported.

The Senior Database Administrator will manage the day-to-day technical operations and product management, monitoring database performance, configuration, maintenance and repairs. Work activities include Tier-3 troubleshooting support; working with the user support team and the operations staff to effectively manage and communicate issues; and perform problem analysis to resolution on a 24/7 schedule. Duties also include installing, configuring, and maintaining Oracle infrastructure servers, integration with other systems, capacity planning, system-wide operation control, and task automation. This individual will develop new system implementation plans, custom scripts and testing procedures to ensure operational reliability, high availability and system security. As such, leads problem-solving efforts often involving outside vendors and other support personnel and/or organizations. Duties include, but are not limited to:

- Performing Oracle Database Administrator functions.
- Work with application development staff to develop database architectures, coding standards, and quality assurance policies and procedures.
- Create models for new database development and/or changes to existing ones.
- Respond to and resolve database access and performance issues.
- Monitor, optimize, and allocate physical and virtual storage for database systems.
- Assess and develop long-term strategic goals for databases.
- Design and implement systems, policies, and procedures for disaster recovery and data archiving to ensure effective production and integrity of the Oracle data assets.
- Conduct research and make recommendations on database products, services, protocols, and standards.
- Responsible for monitoring database performance, performance tuning and query optimization.



- Responsible to control database access for users and applications and apply security best practices.
- Perform database transaction and security audits.
- Provide technical support to maintain, operate, upgrade and patch Oracle databases to ensure maximum performance and availability for the applications and systems.
- Establish guidelines and methods for the installation and management of the host environment and client tools.
- Develop procedures and documentation for backup and restoration as well as DR/COOP capabilities.
- Advise management of developments in the industry or on the Hanford Site that could affect the Oracle environment, projects and client relations.
- Maintain and follow all MSA policies, procedures and guidelines.

4.0 QUALIFICATIONS

Technical Skills

The Senior Database Administrator shall be proficient experience in Oracle Database Administration and have experience in managing Oracle servers in hardware and virtualized environments and possess a strong understanding of Oracle database structures, principles and practices. The individual shall be proficient in knowledge and use of Oracle server tools and have experience in high availability DR/COOP capabilities.

- 5 years' experience with Oracle database administration (Version 10g/11g/12c).
- Experience with Oracle 12c, Oracle RMAN (Recovery Manager), Oracle cloning and replicating.
- Experience performing Oracle upgrades.
- Experience with UNIX/Linux platforms.
- Experience with successfully resolving complex issues within a moderate to large Oracle environment.
- Experience in leading subject matter experts or project teams.
- Knowledge of industry best practices.



- Highly self-motivated with a keen attention to detail.

Desired Skills

MSA would prefer a Senior Database Administrator that has prior experience in Oracle Database Administration with skills that are relative to the Hanford configuration and future plans, including:

- Design, installation configuration, testing, migration and implementation of Oracle WebLogic.
- HLAN enterprise desktop and server environment, specifically HLAN Oracle server environment.
- HLAN Business Management Systems and other enterprise applications hosted on Oracle databases.
- Knowledge of MSA and Hanford Site policies, procedures, and processes.
- Oracle Certified Professional (OCP) or similar
- Experience with Oracle RAC clusters

Management and Work Skills

The Senior Database Administrator provided shall have proven ability to effectively prioritize and execute tasks in a high-pressure environment and the ability to interact effectively and professionally with all levels of management, employees and customers by email, phone and in person. The individual shall have the knowledge, skills and ability to communicate technical/complex information both verbally and in writing. The Senior Database Administrator position requires an attention to details and strong analytical and problem solving skills. The individual shall be able to provide support during non-standard business hours and be on call 24 hours a day, 7 days a week as needed or as scheduled.

Formal Education & Certification

BA/BS degree with 5 years of Information Technology experience or equivalent combination of education and experience, including 5 years of DBA experience working with Oracle 10g/11g/12c. Experience with Unix/Linux, VMWare virtual server environment, Oracle Enterprise Manager (OEM) and RMAN.

Subcontractor shall ensure that its personnel meet and maintain the appropriate training, qualifications, and certification requirements as applicable.



5.0 REQUIREMENTS

General

Subcontractor shall operate to MSA policies, procedures, and processes. MSA will supervise and direct the day to day work activities of the Subcontractor's personnel.

For any work performed on the Hanford Site or any MSA controlled facility, the provisions of the On-Site Services Special Provisions, will apply to Subcontractor personnel.

5.1 Engineering Requirements

APPLICABLE ENGINEERING CODES AND STANDARDS

Document Number	Title

5.2 Environmental, Safety, & Health Requirements

The Subcontractor shall perform work safely, in a manner that ensures adequate protection for employees, the public, and the environment, and shall be accountable for the safe performance of work. The Subcontractor shall comply with, and assist the Buyer in complying with environmental and safety requirements of all applicable laws, regulations and directives.

The Subcontractor shall exercise a degree of care commensurate with the work and the associated hazards. The Subcontractor shall ensure that management of environmental and safety functions and activities is an integral and visible part of the Subcontractor's work planning and execution processes. As a minimum, the Subcontractor shall:

- Thoroughly review the defined scope of work;
- Identify hazards and environmental and safety requirements;
- Analyze hazards and implement controls;
- Perform work within controls; and



- Provide feedback on adequacy of controls and continue to improve safety management.

The Subcontractor shall flow down all environmental and safety requirements to the lowest tier Subcontractor performing work on the Hanford site commensurate with the risk and complexity of the work.

APPLICABLE ES&H& REQUIREMENTS

Document Number	Title

5.3 Quality Assurance Requirements

The work activities for this statement of work shall be performed in accordance with the following Quality Assurance Program standards.

APPLICABLE QUALITY ASSURANCE STANDARDS

Document Number	Title

5.4 Government Property

The Subcontractor will be responsible for managing the Government-owned property as required in the Subcontract Provisions.

6.0 PERSONNEL REQUIREMENTS

6.1 Training

- A. Hanford site-specific general training requirements to safely perform this work will be designated by the Buyer's Technical Representative (BTR).
- B. The following types of training qualifications are required:



- Hanford General Education Training (HGET)/MSA General Education Training (MGET) is required.
- Other site specific training may be required as determined during performance of this scope of work.

6.2 Security and Badging Requirements

- A. For any on site work, see Special Provisions – On-Site Services for details.
- B. The Subcontractor shall wear a Buyer-issued security badge identifying themselves. A minimum of two working days advance notice is needed for site badging.
- C. Subcontractor employees will be required to submit to vehicle searches and not personally carry or transport certain prohibited articles.
- D. A security clearance is not required for this position.

6.3 Work Location/Potential Access Requirements:

The Subcontractor shall determine and comply with the access requirements for each facility where services are to be performed. The primary work location is 2261 Stevens, Richland Washington (subject to change). Work including meetings may also be conducted on the Hanford site at various locations.

6.4 Site Access and Work Hours

Hanford personnel at the Hanford Site work a standard 4/10 schedule. The standard work week consist of ten (10) hours of work between 6:00 am and 4:30 pm, with one-half hour designated as an unpaid period for lunch, Monday through Thursday.

Work performed outside normal operating hours should be expected and shall be coordinated and/or approved through the BTR and/or the Contract Specialist prior to performing the work.

7.0 MEETINGS, SUBMITTALS

Subcontractor shall participate in all meetings as required by the Buyer's Technical Representative (BTR).

8.0 SCHEDULE REQUIREMENTS

8.1 Schedule

Period of Performance 10/01/2016 – 09/30/2019*



* Period of Performance is based on the follow:

- 10/01/2016 – 09/30/2017 Base Period
- 10/01/2017 – 09/30/2018 Option Year
- 10/01/2018 – 09/30/2019 Option Year